



IMPEX Solution prepares city for the future, streamlines maintenance now.

CASE STUDY

BUSINESS GOAL

Implement a disaster recovery system and simultaneously streamline the management of storage systems.

SOLUTION

Centralize the city's storage system centralized data duplicate data to offsite system for safeguarding.

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— Robert Eggleston, MIS Director,
City of Carson, California

City of Carson

Throughout the United States, the events of 9/11 served as a wake-up call to IT departments across the public sector. How would they, in the wake of disaster, recover important data to enable the cities, counties, or states to continue providing services?

The City of Carson's leaders realized that if the City Hall building were damaged, their data would be devastated. The time was right for an IMPEX solution that ensures the safety of their data in any eventuality and also streamlines storage and file management.

FACING THE CHALLENGES

Carson is a relatively young city, incorporated in 1968. Located in the Dominguez Hills area east of Long Beach, Carson is now experiencing significant growth in population and civic infrastructure.

City MIS Director Robert Eggleston says that after 9/11, the city leaders looked closely at their disaster recovery plans. Their equipment, servers, and backup were in one building, City Hall, and in any disaster all information would be lost. They researched New York organizations who suffered damage on 9/11 and saw that many World Trade Center businesses had duplicated systems offsite and were able to start those businesses up again. “We wanted to have that same protection for our mission critical data, such as our financial systems,” he says.

Further, Eggleston says that the city also wanted to update its space-management issues. The growing city had increasing needs for storage capacity. Backing up data was taking nine to 10 hours, impeding the performance of the city's staff.

The “future need” became an immediate need after a rainstorm caused flooding in the City Hall basement and files had to be restored. Eggleston and his team were determined to update the system.



HARDWARE

- IMPEX SANStor FC RAID Array
- IMPEX SANStor Storage Appliance
- Gadzoox Slingshot FC switch
- Qlogic HBA
- Crossroads FC-SCSI Bridge

SOFTWARE

- Veritas Backup Exec for NT/2000 Server
- Veritas Backup Exec SAN Shared Storage Option
- Veritas Backup Exec Tape library Option
- Veritas Backup Exec Intelligent Disaster Recovery Option
- Veritas Backup Exec Open File Agent
- Veritas Volume Manager for Windows
- Veritas Volume Manager for HP-UX
- QLogic SanBox Manager

A DISASTER-RECOVERY SOLUTION FROM IMPEX

The city put forth a bid for professionals who could implement their storage and back up plans, and soon selected IMPEX Technologies, whose 12 years experience, comprehensive in-house testing and product independence made them uniquely qualified to deliver customized solutions to meet the city's needs.

"We chose IMPEX because they had the best price and the best experience," Eggleston says. "A key factor for us was that they had experience working with other government entities — they understood our needs."

The city's 13 UNIX and Wintel servers are now centralized and linked on a Storage Area Network (SAN). Though data is managed from one location, information is backed-up to a "hot site" away from City Hall.

A SEAMLESS STORAGE TRANSITION

The new fault-tolerant back-up system has worked flawlessly and optimized the time of city workers.

"Before, when backing up was done during work hours, staff work was interrupted," says Eggleston. "The new system is transparent to users — we can manage data, back it up, and there is no effect on their work or on staff time. Plus, the centralization of the data has meant a significant increase in performance on the administrative end."

In an era of revenue shortfalls and state budget cuts, the city is realizing the cost benefits of increased productivity and saved time.

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